



Clinic eWIC Enhancements

Planning for WIC EBT Implementation

Yvette Quintana & Jeff Moser

Tracking WIC EBT Smart Card Inventory

Why do you need inventory tracking?

- Know when to order
- Cards are valuable
- Theft

Inventory Count

Clinic Inventory Count		
State Host		
Add Inventory	755	
Ship Inventory	1	
Total	756	
ABQ Stanford		
Accept Cards	189	
FAMILY	77	
Total	266	
FC South Valley		
Add Inventory	325	
Accept Cards	33	
FAMILY	326	
Total	684	
NW Valley HO		
Accept Cards	186	
FAMILY	158	
Total	344	
SE Heights		
Lost Inventory	3	
Accept Cards	264	
FAMILY	464	

Application Privileges

State Inventory Manager

Maintain state inventory, including entering recently purchased inventory and shipping inventory to clinics.

State Inventory User

Handle damaged cards returned from clinics to the state.

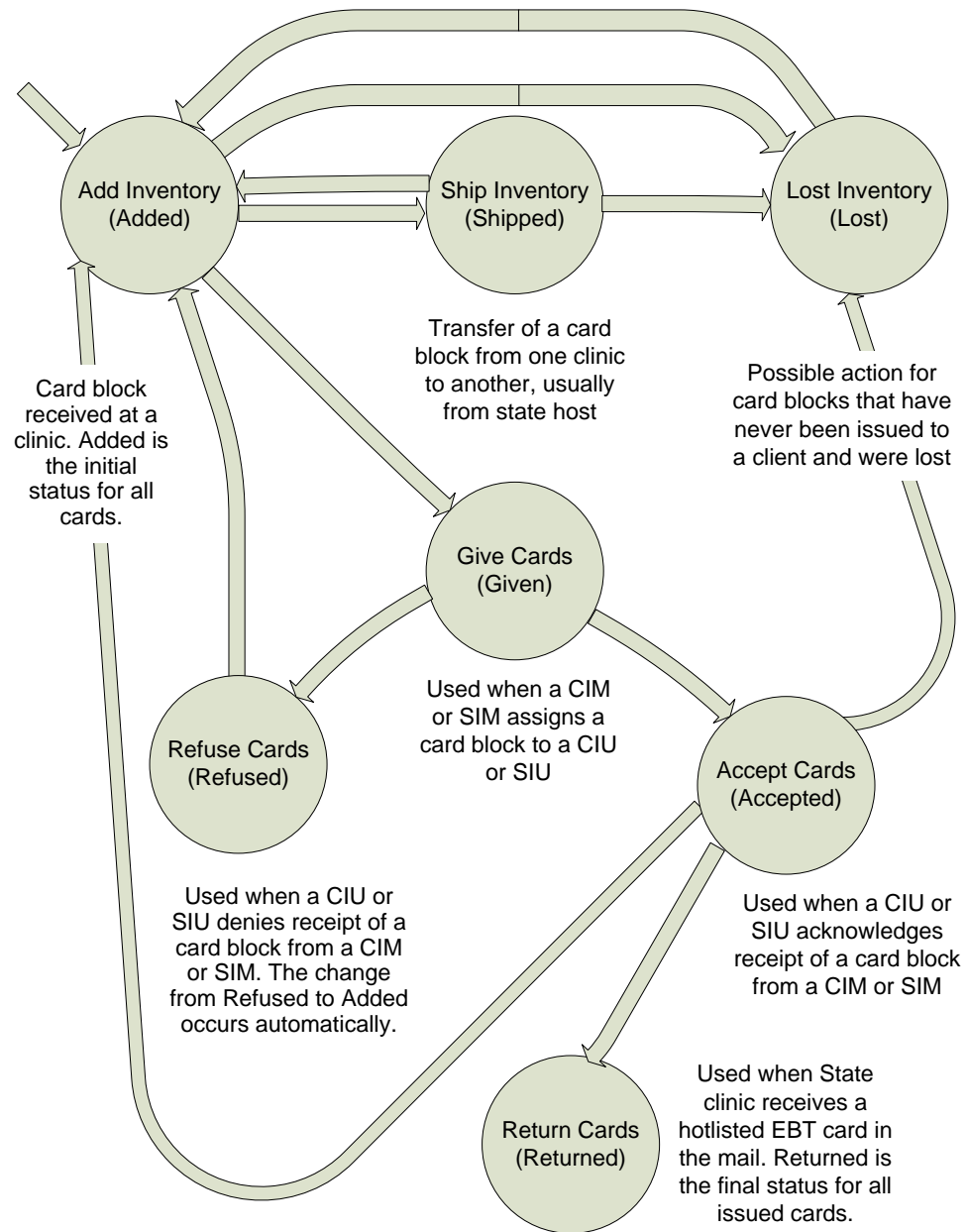
Clinic Inventory Manager

Maintain clinic inventory, including entering card shipments and assigning EBT card to nutritionists.

Clinic Inventory User

Accept or refuse cards, assign cards to WIC families. Must verify that cards given to them in database match physical cards they receive.

EBT Card Lifecycle



Card Reuse

PAN



- Don't permanently associate a PAN with a WIC family.

Family Benefits, Issuance, Redemption

Family Benefits

- Rolling benefit period dates
 - Rolling benefit period dates make it harder to move food items from one category to another.
 - Many lines of code are required in order to reconcile accurately.
 - Reports such as the Disposition report takes many additional hours of coding to accurately report data.

Family Benefits, Issuance, Redemption

Fixed benefit period dates

- Clinic scheduling
- Larger effect on vendor grocer levels
- Simpler disposition reporting

Family Benefits, Issuance, Redemption

Family Issuance

- At the individual client level on the database
 - Each client in family group is issued an echeck showing their food package
- At the family group aggregate level on the card
 - Each client's echeck food package is aggregated onto the 'bucket of the card'

Family Benefits, Issuance, Redemption

Family Redemption

- Redeemed at the family group on the card
- Reconciled back to the individual client record on the database
 - Algorithm to reconcile family benefits back to an individual client record.
 - Reconcile back based on priority
 - Reconcile to each individual record equally

Foster Children

Removing from original family to new family

- Benefits are voided from original family group card and individual client record
- Each foster child is placed in their own family group
- Benefits reissued after new card has been assigned

Card Replacements

- Hot cards (Lost or Stolen)
 - Policy waiting period before replacement, ie 5 days
 - Replace only remaining benefits to new card
- Vendor system removes benefits unexpectedly
 - Ability to reissue benefits
 - Ability to show as benefit removal issuance rather than overissuance

Card Replacements (con't)

- Changing food packages
 - Ability to only issue new package less redeemed from original package

Questions?

- Yvette.Quintana@state.nm.us
- Jeff.Moser@state.nm.us